

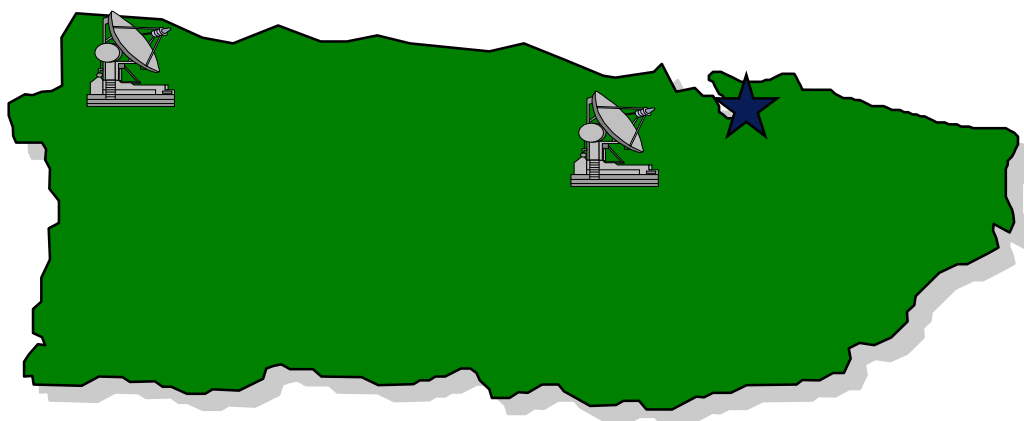


# PUERTO RICO AIR NATIONAL GUARD

**156 Airlift Wing**

**140 Air Control Squadron**

**141 Air Control Squadron**



## Internal Procedures for using the Government Purchase Card

*14 March 1999*

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## SECTION 1-- INTRODUCTION

**1.1. The General Services Administration (GSA), Federal Supply Service, has awarded a single schedule contract for Government-wide Commercial Credit Card Service to the U.S. Bank IMPAC Government Services, Inc. (USBANK). The contract provides commercial credit cards and associated services to military members and federal civilian employees to pay for official Government purchases.**

**1.2. The procedures contained in this publication do not apply to purchases made by Non-Appropriated Fund Instrumentalities (NAFIs). NAFI users must use the IMPAC in accordance with procedures established by the Air Force Services Agency (AFSVA). Surveillance responsibility and inspection will be performed by AFSVA.**

**1.3. These procedures supplement the cardholder and approving official instructions distributed by USBANK when cards are issued. In the event that there is a conflict between the PR ANG IMPAC procedures and the instructions provided by U.S. BANK, the PR ANG IMPAC procedures take precedence. The terms and conditions of the contract between GSA and the USBANK take precedence over any other procedures.**

**1.4. The precedence of policies for the PR Air National Guard Government Purchase Card Program is the following: Federal Acquisition Regulation (FAR), Defense FAR Supplement (DFARS), Army FAR Supplement (AFARS), National Guard Bureau FAR Supplement (NGBFARS) and the PRANG Internal Procedures. The USAF Internal Procedures for Using the IMPAC may be used as a reference for those areas for which the governing supplement might fail to address.**

## **SECTION 2--DEFINITIONS**

***NOTE: Other definitions, which are not detailed below, are contained in the GSA Contract Guide for the Government Wide Commercial Credit Card Guide.***

**2.1. Activity Type Codes:** Codes developed by and customized to each organization's specific need that during the authorization process shall alert the contractor (USBANK) to purchases that should be prohibited. The activity type codes are also encrypted on the magnetic strip of the card.

**2.2. Agency Program Coordinator (APC):** The member on the NGB/AQP-P staff designated to USBANK to serve as the liaison among the NGB, the USBANK, and the GSA contracting officer.

**2.3. Air Force Capital Working Fund - Medical Dental Division (MDD):** Non-apportioned division of the AF Capital Working Fund used to manage medical supply and equipment purchases.

**2.4. Approving Official (AO):** Official, appointed by the organizational commander, who is responsible for the oversight of one or more cardholders. Must review each cardholder's monthly reconciliation of the SOA and transaction log.

**2.5. Authorization:** The process of verifying that a purchase being made is within the established cardholder limits. Authorization is done by the merchant at the point of sale through verification with USBANK.

**2.6. Base Medical Logistics Officer:** Officer appointed by the Director of Base Medical Services to account for and manage medical materiel and equipment purchases.

**2.7. Billing Cycle:** The period of time, usually 30 days, in which all accumulated merchant charges or any credits are posted by USBANK to the cardholders' accounts. The billing cycle period for the PR Air National Guard is from the 24th of each month to the 23rd of the following month.

**2.8. Cardholder:** Person to whom an IMPAC is issued for purposes of making purchases on behalf of his/her assigned organization.

**2.9. Cardholder Statement of Questioned Items (CSQI):** The U.S. BANK form on which cardholders claim credit for disputed items which cannot be resolved with the vendor.

**2.10. Chief of Supply (COS):** The COS is the installation supply accountable officer.

**2.11. Command Control Communications and Computer (C4):** The C4 is an integrated system of doctrine, procedures, organizational structures, personnel, equipment, facilities, and communications designed to support a commanders exercise of command and control, throughout all phases of the operational continuum. These items include visual support systems.

**2.12. Defense Accounting Office (DAO):** The installation Defense Finance and Accounting Service office that provides accounting and paying services for an assigned organization.

**2.13. Defense Personnel Support Center (DPSC):** Department of Defense agency with the responsibility for managing medical material and equipment for the Department of Defense. DPSC negotiates numerous contracts and decentralized blanket purchase agreements designed to employ industry standard "group buying" concepts that achieve "lowest delivered cost" for DoD medical facilities.

**2.14. Dispute Office:** The installation's Servicing Contracting Office (SCO) which assists the cardholders and U.S. BANK in tracking and resolving disputed purchases/transactions.

**2.15. Electronic Funds Transfer (EFT):** A process used to transfer payments of funds electronically. EFT is a faster, more secure method of transferring funds versus using checks.

**2.16. EPA Guideline Item:** It is an item that is or can be made with recovered materials, it is listed by the EPA (Environmental Protection Agency) in a procurement guideline and for which the EPA has provided purchasing recommendations in a related Recovered Material Advisory Notice (RMAN).

**2.17. Financial Services Office (FSO):** The PR Air National Guard Financial Services Office (office symbol usually is FMF) that provides direct customer service to an assigned organization and acts as liaison between wing and tenant organizations and the Defense Accounting Office (DAO), the Defense Finance and Accounting Service Operating Location

(OPLOC).

**2.18. Head of the Contracting Activity (HCA):** The person designated in National Guard Bureau FAR Supplement or authorized designee. The HCA designee (usually the base contracting officer) issues written delegations of authority to individuals to make IMPAC Purchases.

**2.19. Installation IMPAC Program Coordinator (IPC):** This person, within the SCO, is responsible for managing the installation's IMPAC program including establishment, training, and surveillance.

**2.20. International Merchant Purchase Authorization Card (IMPAC):** The IMPAC is the official Government-wide purchase card. The abbreviation, "I.M.P.A.C.," is printed on all credit cards and will also appear on most forms provided by the USBANK.

**2.21. MAJCOM IMPAC Program Coordinator:** The HCA's point of contact to manage the MAJCOM IMPAC program and interface with the IMPAC Program Coordinator at installations and the APC at SARDA/AQ (GSA calls this the Organization Program Coordinator).

**2.22. Merchant Type Code:** The USBANK categorizes each merchant according to the type of business in which the merchant is engaged, and the kinds of goods and services provided. The USBANK then assigns each merchant a corresponding merchant type code. These codes are used as an authorized activity type code on an individual's card to flag those merchants that are unauthorized for that cardholder. The codes assigned to cardholders shall be tailored to reflect their duties and the mission of their organization. The merchant type codes are encrypted on the magnetic strip of the card.

**2.23. Operating Location (OPLOC):** One of the Defense Finance and Accounting Service consolidated operating locations, which provide accounting and paying services to DoD activities.

**2.24. Reactivation:** The activation of the IMPAC privileges after suspension.

**2.25. Reactivation Fee:** A per-card fee of \$25 assessed to an ordering office (charged by the USBANK against the account being reactivated) if reactivation after suspension is requested, not to exceed the number of cards assigned to the ordering office at the same

**time of suspension.**

**2.26. Recoverable Support Division (RSD) and Systems Support Division (SSD) funds:** RSD and SSD funds are AF Supply Management Business Area (SMBA) Obligation Authority (OA) used to buy or repair AF centrally managed repairable and consumable items. The OA is provided by the DoD Comptroller on annual unit cost documents. Any changes to OA targets must be approved by the DoD(C).

**2.27. (Reserved)**

**2.28. U.S. Bank IMPAC Government Services (USBANK):** The U.S. BANK is the financial institution under contract with the General Services Administration to provide purchase card services (IMPAC) to the Federal Government. The USBANK maintains all IMPAC accounts; issues IMPACs to cardholders; sends monthly statements to cardholders, approving officials, and finance offices; pays merchants in a timely manner; and receives reimbursement from the DFAS.

**2.29. Servicing Contracting Office (SCO):** The Servicing Contracting Office is the contracting activity responsible for local purchase support to the installation, including overall management of the installation's IMPAC program.

**2.30. Single Purchase Limit:** The maximum amount authorized by a delegation of authority from the HCA or designee (SCO) for a single IMPAC purchase. This limit cannot be exceeded unless a revised delegation of authority is issued by the HCA to raise the limit. A "single purchase," however, may include multiple items.

**2.31. Statement of Account (SOA):** The SOA is a monthly listing of all purchases made by the cardholder and all credits authorized by the USBANK.

**2.32. Suspension:** The process in which an ordering office is disallowed from making purchases with the IMPAC due to delinquency or multiple pre-suspension actions.

## **SECTION 3--AUTHORIZED AND UNAUTHORIZED USAGE OF THE IMPAC PROGRAM.**

### **3.1. Authorized Use of the IMPAC.**

**3.1.1. Without exception, the IMPAC shall only be used to pay for authorized U.S. Government purchases.**

**3.1.2. The IMPAC may be used to purchase supplies, equipment, and non-personal services up to the micropurchase level, which is currently \$2,500. Above the micropurchase limit the card shall not be used except as a payment method on purchase orders or other written agreements.**

- It may be used in lieu of a Standard Form 44 or cited as the method of payment on agreements, purchase orders, delivery orders, and contracts.**
- It may be used to purchase authorized items from the Defense Commissary Agency and the Military Clothing Sales Store. Activities must coordinate procedures for using IMPAC with the Military Clothing Sales Store.**
- A separate card(s) must be established for procurement of maternity clothing since the purchase is charged to the Air Force centrally managed allotment for military personnel, appropriation 5773500.**
- There could be circumstances when we need to purchase items and services from the Army and Air Force Exchange Service and all other DoD Non-Appropriated Funds Instrumentalities (NAFIs). Use the IMPAC card only for purchases authorized to be made with appropriated funds (See AFIs 65-106, and 65-601, Vol.1). Purchases must be limited to goods and services, which the NAFI resale outlet normally provides for its primary authorized patrons.**
- If authorized to make purchases above the micropurchase threshold of \$2,500, cardholders not in contracting organizations will use IMPAC only to obtain items from pre-priced contracts and agreements (e.g., Federal Supply Schedule, Department of Veteran Affairs Blanket Purchase Agreements, etc.). In this case authority to use IMPAC will not exceed \$25,000 per transaction).**
- Medical item purchases will be AF Capital Working Fund – MDD funded and processed through the medical logistics computer system (MEDLOG) to maintain line item visibility, support FDA recall efforts and maintain required audit trails for regulated medical materiel. MEDLOG will be modified to provide identity of all IMPAC purchases to**



**preclude passing item level receipt transactions into the accounts payable system. Use of IMPAC for medical items requires procedures to ensure items purchased can be properly received and processed in the MEDLOG system, and efficiently processed for payment. Funding documents for medical will not be approved until necessary system changes have been made to preclude duplicate processing in the accounting system for MEDLOG items purchased with IMPAC. Procedures and system changes must be coordinated with DFAS.**

**3.2. Purchases Requiring Authorization: Requests for the following commodities or services require the cardholder to contact the specified controlling/servicing organization before making the purchase. Except where noted below, verbal/teleconv approval, with the identity of the authorizing official entered in the IMPAC purchase log, is sufficient:**

**3.2.1. Hazardous and Potentially Hazardous Materials (e.g., acetone, alcohol, benzol, ether, gasoline, naphtha, pesticides, refrigerants, poisons, radio active materials, corrosive materials, equipment cleaning solvents, color toner for printers, etc.). - Base Bioenvironmental Engineer and the Hazardous Material Pharmacy (See Exhibit 5).**

**3.2.2. Communication and Computer Equipment and Software - Installation Communications unit. (See paragraph 5.3.8).**

**3.2.3. Telephone instruments and expansion plug-in cards - Installation Communications unit. Proper approval through the C4 Systems Requirement Process (AFI 33-103) has to be obtained. This is required to ensure configuration control and compatibility with NGB IT Plans and Joint systems.**

**3.2.4. Medical Items - Base Medical Logistics Officer.**

**3.2.5. Paid Advertisements - Appropriate authority in NGB FARS 5.502 is needed prior to purchase. Advertisements requires USPFO-PR approval**

**3.2.6. Visual information, electronic digital imaging and video equipment and services (NSN classes 5800 and 6700) and services - Host Base Visual Information Multimedia Manager (BVIM).**

**3.2.7. Supplies purchased with Reparable Support Division (RSD), Systems Support Division (SSD), or General Support Division (GSD) obligation authority for resale require procedures to ensure items purchased can be properly received and processed in the**

**Supply System, and efficiently processed for payment. AF/ILSP, after working with DFAS and others, must approve in writing these procedures.**

**3.2.8. Rental/lease of motor vehicles - written approval from the Chief of Transportation in accordance with AFI 24-301, Chapter 5.**

**3.2.8.1 Rental/lease of materials handling equipment or aircraft support equipment (i.e., aircraft staircases; baggage handling equipment) when required to sustain operations at deployed locations or home station surges - Appropriate Group/Deployed Commander approval required.**

**3.2.9. (Reserved).**

**3.2.10. Purchase of non-expendable budget code 9 equipment and supplies- Each organization's equipment monitor will ensure accountability records are established and followed. CA-CRL monitors will coordinate with Base Supply Equipment Monitor to ensure equipment is authorized on Unit's Table of Allowance prior purchase approval. Also will forward details of all equipment purchased not included on CA-CRL which was obtained with an IMPAC card within five days of receipt.**

**3.2.11. Before acquiring repair services, the cardholder will contact the base contracting office to verify that the repair is not already covered by an existing preventative maintenance agreement. The name of the person contacted in base contracting shall be entered on the IMPAC purchase log. New equipment may also be covered under warranty and repairs may be performed under these warranties at no cost to the PRANG. Consult the organizational equipment custodian to ensure warranties are enforced.**

**3.2.12. Items or services involving the use or delivery of Class I Ozone Depleting Substances shall not be obtained by the IMPAC unless the waiver requirements set forth in HQ USAF/CVA memo, dated 14 Jul. 93, Air Force Ozone Depleting Chemical Interim Waiver Application, Approval Procedures and Reporting Requirements (available in the local Civil Engineering and Logistics Offices) is fulfilled.**

**3.2.13. Construction services up to \$2,000 with an approved AF Form 332 - All requirements will be processed through the base civil engineer work order approval process. MAJCOM and local policy will be established to ensure all work approved is properly planned and designed, materials used meet current construction standards, the**

**work is properly inspected, and completed work is documented appropriately.**

**3.2.14. Civil engineer materials and real property (installed equipment) - Base Civil Engineer.**

**3.2.15 Books and manuals. Organizations are encouraged to check with military base's library prior to using IMPAC especially for non-technical books. However, no specific approvals are required.**

**3.2.16. Purchase of professional services – Approval will be obtained from the Servicing Contracting Office. Professional services are those services rendered by persons who are members of a particular profession or possess a special skill (e.g., accountants, lawyers, architects, engineers, physicians, dentists, etc.). State law may require that services rendered by these individuals be performed or approved by a person who is licensed, registered, or certified to provide such services.**

**3.2.17. Overseas IMPAC Purchases. Supported units at overseas bases utilizing IMPAC cards should be aware of the following mandatory procedures.**

**3.2.17.1. For those personnel based outside CONUS, IMPAC purchases for non-medical items should be made through base supply wherever possible. If base supply is unable to meet your requirements and the IMPAC card is to be used, every effort should be made to purchase items locally. If all avenues for procuring the needed material through supply or locally are exhausted, then the cardholder must do the following:**

- When procuring from a CONUS vendor, mode selection must be provided along with detailed packaging methods for safe transport to the end destination.**
- Using the IMPAC for purchase of material from the CONUS includes all costs incurred for the mode of transportation selected, destination country, customs import duties (if not included in the host nation agreement or carrier tender) and any other charges that may accrue.**
- Shipments via the Defense Transportation System (DTS), Air Mobility Command/Military Sealift Command, will include an Advance Transportation control and Movement Document (ATCMD), a Transportation Control and Movement Document (TCMD), routing and marking instructions, and any other documentation the receiving base Traffic Management Office (TMO) deems necessary for the order to be moved successfully into and through the DTS.**

• When routing via DTS, the vendor Free on Board (FOB) destination will be the applicable CONUS Aerial/Water port of embarkation. • US Postal Service (USPS) will be considered along with any other authorized carrier. Use of small package carriers will normally be via door-to-door mode from the vendor to the ultimate overseas customer.

**3.2.18. Printing and Reproduction Services:** All request for printing and reproduction services for which supported units do not have the capability to produce in-house shall be purchase solely thru the Defense Automated Printing Service (DAPS) or the General Printing Office (GPO). Contact the Servicing Contracting Office concerning these requirements for assistance.

**3.3. Unauthorized Use of the IMPAC.** The IMPAC shall not be used for the following purposes (NOTE: HCA/APC/SCO/IPC may include other unauthorized uses):

**3.3.1. Cash Advances.** Cash advances are prohibited under the commercial credit card program.

**3.3.2. Travel related purchases including:** Rental/lease of motor vehicles associated with travel or temporary duty supported by travel orders (purchase of airline, bus or train tickets); purchase of meals, drinks, lodging, or other travel or subsistence costs associated with Government official travel (American Express Card covers this). Note: Subsistence items (not prepared meals) not associated with travel may be purchased if funds being used are appropriated funds (i.e., dignitaries meals, etc.). Before going to a commercial source it must be determined that troop issue (Prime Vendor) and commissary cannot support the requirement. For purchases of prepared meals, IMPAC can be used if a written determination is approved by the approving official that a corporate Nations Bank Card cannot be used to satisfy the requirement.

**3.3.3. Rentals or leases of land or buildings exceeding 30 days,** an example of acceptable usage would be a deployed unit needing office space on a month to month basis or a unit needing space for a conference or banquet;

**3.3.4. Purchase of aviation, diesel, or gasoline fuel or oil for aircraft and motorized vehicles** (Fuel card should be used for this). SF 149 must be used for these type of purchases. *Regardless of the method used to purchase fuel, all fuel purchases must be reported back to the host fuels flight for computer processing into FAMS.*

**3.3.5. Repair of leased vehicles when the lease provides for service/maintenance.**

**3.3.6. Purchase of telecommunications services, i.e., major systems such as FTS 2000 , ISP or DSN (unless approved or purchased by personnel assigned to the Communications squadron).**

**3.3.7. Purchase of hazardous/dangerous items such as explosives, munitions, toxins, firearms, unless local purchase authority is granted by the IMM;**

**3.3.8. Purchases of janitorial, yard and maintenance services, or other repair services covered by contracts already written for these services on base (check with the Contracting Office first) unless there is an emergency situation where the contractor cannot meet the requirement;**

**3.3.9. Purchases of printing or copying services provided by commercial sources. Cardholders shall use the Defense Automated Printing Service (DAPS) or any government printing/copying office (IMPAC is accepted by these required printing sources).**

**3.3.10. Purchases of personal services.**

**3.3.11. Purchases of classified items and sensitive items.**

**3.3.12. Purchases of construction services exceeding \$2,000 (Davis-Bacon Act);**

**3.3.13. Purchases of MWR peculiar items such as athletic shoes, clothing, supplies, equipment, sports uniforms, etc., unless purchased by MWR offices.**

**3.3.14. Purchases of Individual Equipment and Organizational Clothing (items managed by Base Supply Individual Equipment Unit).**

**3.4. Use of the IMPAC for Contingency/Exercise Operations. With the exception of the information contained in this section, all other PRANG IMPAC procedures apply to the use of the IMPAC for contingency/exercise operations.**

**3.4.1. Warranted contingency contracting officers are authorized to use the IMPAC in contingency/exercise operations. In many contingencies, however, credit instruments will not be acceptable to the host nation vendors or service providers and cash payments must be made. When setting up an account for this purpose, each warranted contingency contracting officer should have an IMPAC, ready for use when deployed. The approving official in each case will be the logistics group commander/base contracting officer or his/her designated representative. When individuals participating in the operation are in TDY status, the IMPAC Cardholder must document why he/she used IMPAC in lieu of the individual using his/her government AMEX Card to pay for lodging and meals to a commercial lodging establishment.**

**3.4.2. IMPAC cardholders may continue to use their cards when deployed with their unit only for exercises of short duration when their unit's funding will be used. The approving official will remain the same person. Cardholders and approving officials must ensure there are no delays in review and verification of the monthly statement provided by U.S. Bank IMPAC Government Services. An example would be a Red Horse organization deploying for a two-week period and then returning to their home station. MDD funded cards for which purchases will be reissued through MOMEDLOG may be used regardless of the duration of the deployment or exercise.**

**3.4.3. Except for purchases of HAZMAT, the coordinations delineated in paragraph 3.2, above, are not required during contingency/exercise operations if the cardholder is not collocated with the controlling/servicing organization.**

**3.4.4. The types of purchases prohibited under paragraphs 3.3.1, 3.3.3 through 3.3.8, and 3.3.10 also apply to contingency operations.**

**3.4.5. A single purchase limit may be established up to \$200,000 to cover written orders supported by a SF 1449, awarded and performed outside the United States in support of a contingency operation (as defined in 10 U.S.C. 101 (a)(13)) or a humanitarian or peacekeeping operation (as defined in 10 U.S.C. 2302 (7)). The monthly cardholder limit and the monthly office limit will be established by the SCO. (Copy of SF 1449 or SF 44 will not be distributed to Finance and/or processed through BCAS by the CCO if IMPAC is used as the payment method).**

**3.4.6. Monthly statements will be sent to the contracting squadron/office where the cardholder is permanently assigned. In cases where the cardholder is TDY for an extended period of time, the cardholder's monthly statement will be transmitted to the cardholder by the most expeditious means, i.e., facsimile. The cardholder will reconcile the statement and transmit the statement by facsimile to the approving official within the established time**

period. The approving official will then comply with normal IMPAC procedures.

**3.4.7. If the contingency contracting officer and the finance representative are deployed from different installations, a copy of the funding document shall be provided to the contingency contracting officer's approving official. The funding document shall be closely monitored by both the approving official and the finance representative and shall be reconciled each month.**

**3.4.8. A certified funding document is required to obtain a master accounting code before IMPAC are requested for warranted contingency contracting officers. However, adequate funding is required prior to the use of the card.**

**3.5. Authorized Use of the IMPAC by Geographically Separated Units (GSUs): PRANG GSU's, located more than 50 miles from the base-of-support, are not exempt from the coordination requirements in paragraph 3.2.**

**3.6. Authorized Use of the IMPAC by Supported or Tenant Organizations: The IPC may establish IMPAC accounts for PR ANG supported or tenant organizations when the organization's funds are maintained by the installation's Financial Management Office. Accounts shall not be established if the payment cannot be made as a "for self" payment, i.e., the accountable and payable station must be the same. Supported Units or Tenants shall follow procedures established by the IPC in order to be issue card managed by the PRANG SCO.**

**3.7. Authorized Use by Government Contractors: The IPC may establish IMPAC accounts for Government contractor personnel who are acting in the capacity as a government agent for procuring items from commissary or other commercial sources. These cards will be funded and controlled in the same manner as if issued to government personnel. There will be a funding document established for and U.S. Government employee as approving official for the cards that are issued to contractor personnel. The contractor will reconcile card purchases and a duly government approving official will review and approve the cardholder statements. However, prior to establishing such accounts, the IPC will establish procedures for use, oversight, and control acceptable to the MAJCOM IMPAC Program Coordinator, FSO, and DFAS. (NOTE: The U.S. Government is ultimately liable for use and management of cards issued to contractors).**

**3.8. Use of IMPAC for Environmental Protection Agency (EPA) Guideline Items: The Resource Conservation and Recovery Act and Solid Waste Disposal Act require agencies to use recovered materials for EPA designated items to the maximum extent practicable**

**without jeopardizing the intended use of the item.**

**3.8.1. A list of EPA Guideline Items can be requested from the Environmental Management function at the base (CEV), which will also be available at the SCO. Items include paper and paper products, vehicular products, construction and transportation products, park and recreation products, landscaping products and non-paper office products. (<http://www.epa.gov/epaoswer/non-hw/procure/products.htm>)**

**3.8.2. Acquisition of EPA designated items which do not meet the EPA minimum recovered material standards must be requested by the cardholder's squadron commander or equivalent to the SCO. The CEV office will issue a technical recommendation. A written determination based upon one of the following reasons must be maintained by the cardholder organization:**

- Items containing EPA recommended recovered content standards are not available within a reasonable period of time.**
- Items are only available at an unreasonable price .**
- Items are not available from a sufficient number of sources to maintain a satisfactory level of competition.**
- Items based upon technical verification fail to meet performance standards of specifications.**

**When conditions apply for repetitive purchases of the same item an annual blanket determination may be approved and maintained by the cardholders' organization.**



## **SECTION 4 -- PROCEDURES FOR ESTABLISHING AN IMPAC ACCOUNT**

**4.1. Commanders of requiring activities prepare a written Letter of Appointment designating the proposed cardholder and approving official. (Application forms may be included with the letter or provided at the training session depending on local procedures). The letter of appointment is processed by the IMPAC Program Coordinator. A sample appointment letter is provided at Exhibit 1.**

**4.2. The letter of appointment will fully describe the types of purchases to be made ; identify the name, rank, duty title, and telephone number of the cardholder(s) and AO(s); and specify the funds to be used to pay for the IMPAC purchases. Coordination with the servicing FSO is mandatory to ensure that the proper funds are allocated for the IMPAC charges. The AO initiates the request for a funding document from the servicing FSO.**

**4.3. The IMPAC is subject to a single purchase limit, a monthly cardholder limit, and a funding document limit. The IPC sets up the IMPAC accounts with the USBANK subject to the requested limits.**

**4.3.1. Single Purchase Limit. Where cardholders will only make purchases under the micropurchase threshold the single purchase limit on the card cannot exceed the micropurchase limit of \$2,500. The single purchase limit must be entered in increments of \$50. If authorized to make purchases above the micropurchase threshold of \$2,500 a single purchase limit will be established by the AO. (See paragraph 3.1.2.).**

**4.3.2. Monthly Cardholder Limit. The monthly cardholder limit is the total dollar value of the cardholder's IMPAC purchases allowed for any single month. The monthly cardholder limit shall be entered in increments of \$100.**

**4.3.3. Funding Document Limit. The funding document limit is a budgetary limit established on the Air Force Purchase Card Funding Authorization form (AF 4009) by the AO in coordination with and certified by the FSO.**

**4.4. In all instances, the AO will obtain a certified funding document before requesting IMPAC cardholder accounts. For Contingency/Exercise Operations accounts see paragraph 3.4.8.**

**4.5. The IPC shall furnish a written response, only for any disapproved letter of appointment, to the requesting activity within ten work days after receipt of the written request. Disapprovals shall explain the rationale for denial and should be signed by the chief of the contracting office.**

**4.6. In setting up an IMPAC account, the IPC shall incorporate the Merchant Activity Type Codes, which related to the requiring organization's mission. Cardholders will not be assigned "permanently" the Merchant Activity Type Code "000" unless specific written justification exists for that unrestricted code (e.g., for contingency contracting support by contracting personnel).**

**4.7. The IPC will coordinate single and monthly purchase limits with the designated AO and will forward the required set-up documentation to USBANK. Insure the master accounting code from the funding document is entered in the User Field 2 cardholder account set-up document prior to forwarding to USBANK. The IPC should establish electronic transmission connectivity to set up and maintain cardholder accounts. A delegation of authority letter shall be forwarded to the cardholder after the required training is completed. This letter delegates the authority to the cardholder to act as a purchasing agent to obtain supplies, equipment and services with the IMPAC subject to the limits explained in the letter.**

**4.8. The USBANK mails the IMPAC to the cardholder or designated distribution point within five work days after USBANK receives the cardholder's account set-up information (or within two work days, if electronically transmitted to the USBANK).**

**4.9. The USBANK uses a Voice Response Unit (VRU) to ensure that the IMPAC has been received by the cardholder or the designated distribution point. When the cardholder receives the IMPAC, he must immediately access the VRU. The VRU is accessible through the USBANK's toll free number (or direct telephone number for foreign users).**

**4.10. The USBANK can provide various reports to meet management and administrative needs. During the account set-up and training process these reports are established with the IPC.**

## **SECTION 5--RESPONSIBILITIES AND PROCEDURES FOR IMPAC OPERATIONS**

### **5.1. National Guard Bureau Level: Agency Program Coordinator (APC):**

**5.1.1. NGB/AQP-P is designated the MAJCOM Program Coordinator (APC). The APC's address is:**

**NGB/AQP-P  
ATTENTION: IMPAC Program Manager  
5109 Leesburg Pike  
Skyline VI – Suite 401A  
Falls church, VA 22041-3201**

### **5.1.2. Primary Responsibilities:**

- **Administers the IMPAC Program for the National Guard Bureau.**
- **Establishes policies and guidelines for NGB implementation subject to NGB/AQ approval.**
- **Acts as liaison among NGB, USBANK, and GSA.**
- **Provides information to Field/Unit IPCs.**
- **Reviews IMPAC Summary Statistical Report (TBR00200).**

### **5.2. MAJCOM/HCA Level 3:**

**5.2.1. Appointment of IPC: MAJCOM/HCA shall appoint a MAJCOM IMPAC Program Coordinator.**

**5.2.2. Field Communication: IPCs shall first direct questions or issues to their MAJCOM IMPAC Program Coordinator who will, in turn, contact the corresponding higher APC.**

**5.2.3. Additional Guidance: Any additional guidance required to implement the IMPAC Program within the MAJCOM will be developed by the MAJCOM IMPAC Program Coordinator. MAJCOM IMPAC Program Coordinators may not establish supplemental procedures which add tasks to cardholders or approving officials.**

### **5.3. Installation Level:**

**5.3.1. Installation Commander:** The Installation Commander or equivalent at smaller organizational levels shall have the overall responsibility for the operations of the IMPAC Program on the installation or organization.

**5.3.1.1.** The Installation Commander or the Servicing Contracting Office Chief has the authority to suspend or terminate IMPAC privileges to cardholders and approving officials and the Installation Commander and/or the respective Squadron Commander has the authority to discipline cardholders and approving officials who abuse or violate IMPAC Program requirements.

**5.3.2. Servicing Contracting Office (SCO):** The SCO is the primary point of contact for all USBANK business having to do with the installation. The SCO Chief designates an Installation Program Coordinator to manage the responsibilities depicted in paragraph 5.3.3.

**5.3.2.1.** Chiefs of contracting offices (SCO) must be delegated the authority by MAJCOM HCAs (or designees) to further delegate contracting authority to cardholders to use IMPAC for micropurchases.

**5.3.2.2.** Chiefs of SCO must issue written authority to cardholders to make purchases, subject to the following thresholds for single purchase limits:

- Personnel not assigned to a contracting office shall not be delegated authority to use the IMPAC to obtain commercially available products or services exceeding the threshold for micropurchases of \$2,500.
- Cardholders not assigned to a contracting office will be limited to less than \$25,000 in obtaining items or services off prepriced BPAs, prepriced contracts, and mandatory FSS/GSA/VA delivery orders (where the card is accepted). Anytime the authority is granted to cardholders to obtain items above \$2,500 with decentralized contracts (BPAs, IDIQs, etc.), the SCO will establish a method to obtain summary data on monthly expenditures for collection and reporting in the appropriate categories prescribed in DD Form 1057.
- Cardholders purchasing medical/dental supplies may purchase up to the Federal Supply Schedule contract limit for Defense Personnel Support Center (DPSC) or Department of

**Veterans Affairs (VA) Decentralized Blanket Purchase Agreements (DBPAs). Use of the card to fund orders against DPSC/VA negotiated medical blanket purchase agreements in lieu of automated information system interfaces between MEDLOG and DFAS is discouraged unless it would result in an overall lower delivered cost to the government.**

- **Warranted contracting officers and other designated contracting/purchasing personnel may use IMPAC as a payment method up to \$999,900. Cardholders in contracting must comply with the procedures in this document for establishing, funding, reconciling, and approving IMPAC procedures. Cards cannot be issued to contracting unless a funding document is established for the card purchases.**

### **5.3.3. Installation IMPAC Program Coordinator (IPC):**

**5.3.3.1. General: This individual is responsible for the day-to-day operations of the installation's purchase card program. IPC functions include the processing of IMPAC applications; issuing delegations of contracting authority; establishing reports; and providing mandatory IMPAC training and surveillance. Additional responsibilities include the following:**

- **The IPC is the primary point of contact with the USBANK for all IMPAC business associated with the installation.**
- **Ensures that IMPAC implementation is coordinated with the servicing FSO and that a certified funding document exists before issuing a card.**
- **The IPC initiates the revocation authority of IMPAC privileges for individuals who violate IMPAC procedures.**

**5.3.3.2. Verification of Cardholders: The IPC shall maintain a current listing of all cardholders and AOs under his/her jurisdiction**

### **5.3.3.3. Training:**

#### **5.3.3.3.1. General:**

- **The IPC is responsible for training all cardholders and AOs in the uses and requirements of the IMPAC Program. The completion of IMPAC Program training is required prior to the issuance of an IMPAC.**
- **The length of the required orientation sessions shall be established by the IPC. However, a**

**minimum of four hours is recommended for those cardholders who have not previously completed formal training in small purchases/contracts. At the discretion of the IPC, contracting officers, senior procurement personnel, or other qualified personnel shall supervise the orientation/training. The training requirement for cardholders trained at a previous duty station may be abbreviated or waived as deemed appropriate by the IPC.**

- **All trainees must sign a statement of training certifying that: they have received the IMPAC training; they understand the training provided; they have been provided the IMPAC training materials which can be utilized for future reference; and they understand the penalties associated with misuse of the card. A sample training record is provided at Exhibit 4. This document shall be retained by the IPC while the cardholder's account remains active.**

**5.3.3.3.2. Required Training Areas: The training program shall cover the following subject areas:**

- **PR ANG IMPAC internal operating procedures.**
- **Cardholder and AO Responsibilities.**
- **Cardholder Guide. The USBANK has developed a guide for cardholders covering many of the IMPAC operating procedures. This guide will be given to each cardholder upon establishment of the card.**
- **Approving Official Guide. The USBANK has developed a guide for AOs containing IMPAC procedures relating to AOs. Each AO will be given a copy of this guide upon establishment of the card.**
- **Specific guidance on use of mandatory sources and order of precedence of sources as prescribed in FAR, Part 8, and DFARS, Part 208 such as: National Industries for the Blinds (NIB), National Industries for the Severely Disabled (NISH), Federal Prison Industries, and mandatory FSS/GSA/VA schedule requirements.**
- **Pre-priced Blanket Purchase Agreements (BPA) and Blanket Delivery Orders (BDO) procedures. Include procedures to collect DD Form 1057 data when cardholders are allowed to make purchases above \$2,500.**
- **Funding document maintenance, account certification, and billing procedures. The FSO shall assist in this part of the training.**
- **Federal, defense, and departmental acquisition regulations, policies, and procedures.**
- **Use of recovered materials (purchase of EPA guideline items). (See FAR Part 23.4).**

- **Hazardous materials.**
- **Competition and price reasonableness.**
- **Documentation requirements.**
- **Prohibition against splitting requirements.**
- **Rotation of sources.**
- **Requirements relevant to construction purchases.**
- **Requirements relevant to printing / reproduction services.**
- **Purchase of non-medical equipment items, allowance standards, and placing equipment items on an organizational account after receipt. Base Supply should provide an instructor for this portion of the training.**
- **Instructions on use of warranties.**
- **Information on contracts and agreements on the base which already provide services to base customers and should not be duplicated by cardholders.**
- **IPCs, at their discretion, may provide procurement ethics training to all cardholders and approving officials who are not employed in contracting or procurement and who have decision making responsibilities regarding IMPAC expenditures.**
- **Review available report products and statement of account, invoice reconciliation procedures.**

**5.3.3.4. Violation of the PR ANG IMPAC Procedures:** If, as a result of findings from a surveillance visit, or by any other means, it is discovered that the cardholder is in violation of the procedures contained herein, a letter, signed by the Servicing Contracting Officer, will be sent to the cardholder's commander, with a copy provided to the cardholder and approving official. The IPC will then take the appropriate action to have the USBANK change the cardholder's monthly purchase limitation as described below. The letter must state the following:

- **A violation (describe) was discovered or is occurring.**
- **The monthly purchase limitation for that particular cardholder has been reduced to \$0.00.**

- The revised limitation will remain in effect until (1) the cardholder's commander takes appropriate action against the cardholder and (2) the cardholder receives remedial training on the PR ANG IMPAC procedures.
- After the just described actions have been accomplished, the monthly purchase limitation will be changed to reflect the previous requested amount.
- Further offenses will be grounds to revoke the IMPAC privileges for that cardholder.

**5.3.3.5. Card Reissue:** The USBANK will reissue the IMPAC every 24 months to each active cardholder. The USBANK will forward to each IPC, at least three months prior to the expiration of each IMPAC, a Card Reissue Report which lists each active IMPAC scheduled for renewal. The IPC must inform the USBANK, in writing, within 30 work days after receipt of the report, which IMPACs should not be reissued.

**5.3.3.6. IMPAC Surveillance Requirements:**

- Surveillance will be accomplished by the IPC for each cardholder at least annually. Newly appointed cardholders should be randomly surveilled at the discretion of the IPC after the first three months to ensure they are effectively performing their duties and following all procedures.
- The surveillance guide at Exhibit 3 will be used to accomplish the surveillance. Surveillance will consist of on site reviews of randomly selected transactions for frequent users of the IMPAC (i.e., more than 50 purchases per year) and a sample of randomly selected cardholders for 100% reviews for all others. Reviews may be extended to once every 18 months for cardholders who demonstrate exceptional performance in these duties.
- Where automated systems provide capabilities to examine the population of transactions for purchases from unauthorized merchants, violations of limits, and other irregular activities, the IPC will use these capabilities as part of the surveillance program. In these cases, on-site reviews should be conducted immediately on cardholders where violations are noted.
- Surveillance results will be maintained on file in the IPC office for one year. Copies of the surveillance results will be forwarded to the cardholder's organizational commander, the AO, and the cardholder. The IPC will meet with the cardholder to discuss each finding of non-compliance. Surveillance of IMPAC purchases made during contingency/exercise operations will occur within five work days following the conclusion of the contingency/exercise.



- MAJCOMs will not supplement the surveillance guide except when the IMPAC is used in exceptional cases such as authorized tests or other IMPAC applications not covered by the checklist.

**5.3.3.7. Base Closure:** In accordance with DoD Financial Management Regulations, para 120402 D, purchase card usage should be terminated at least three months before a base is closed. The IPC shall contact USBANK and arrange for transfer of the paying function to a successor finance office and the transfer of program management responsibilities to an appropriate contracting point of contact.

**5.3.4. Approving Official (AO):** The AO should be in the same chain of command as the cardholder (i.e., Unit or Squadron) and the level of responsibility inherent in this position suggests that the grade of the AO needs to be commensurate with that responsibility (i.e., midlevel grade). A cardholder cannot be his/her own AO nor can anyone be an AO for his/her immediate supervisor. An AO cannot also be a cardholder. An alternate AO shall be designated during leave or TDY of the primary AO to avoid statement processing delays. The AO has the authority to direct the IPC to instruct the USBANK to cancel the IMPAC for any of his/her cardholders at any time.

**5.3.4.1. Establishing Dollar Limits:** The AO is responsible for recommending IMPAC dollar limits to the IPC for all of his/her cardholders. These limits are established in coordination with the FSO and the IPC. (See Section 4, Establishing an IMPAC Account).

**5.3.4.2. Reconciliation:** Each month the AO:

- Obtains and reviews each of their cardholder's statements.
- Verifies that all transactions were appropriate, given the duties of the cardholder and mission of the unit; and that purchases were made in accordance with these procedures.
- Signs the monthly Billing Account Statement and forwards the original to the FSO within five work days after receipt. Retains a copy in the AO transaction file and accordingly subtract the monthly amount from the AF 4009. Maintain balanced the funding document.
- Retains cardholder's supporting documentation for one year after final payment then forward all documents to the FSO at the end of the fiscal year cutt off (IAW AFMAN 37-139, Table 64-4, R 26 and FAR 4.805.

**5.3.4.3. Cancellation of Purchase Card Accounts:**

- **Complete a Cardholder Maintenance form with the boxes "cancellation" and "card destruct" marked and forward to the IMPAC Program Coordinator.**
- **Notify the servicing FSO for adjustments to funding document.**

**5.3.4.4. Lost or Stolen Cards: The AO shall submit a written report to the IPC within five work days. The report will include:**

- **The IMPAC number, the cardholder's complete name;**
- **The date and location of the loss;**
- **The date and time USBANK was notified;**
- **Any purchase(s) made on the day the IMPAC was lost or stolen; and**
- **Any other pertinent information.**

**5.3.4.5.1. A new IMPAC will be mailed within 24 hours of the reported loss or theft (Monday through Friday). For international card replacement, USBANK will replace lost or stolen cards within 48 hours of the reported loss or theft. If the cardholder finds the original IMPAC, it shall be cut in half and given to the approving official who will complete the destruction notice and forward it to the IPC**

### **5.3.5. Cardholder:**

**5.3.5.1. General: The IMPAC bears the cardholder's name and may only be used by the named cardholder to pay for authorized U.S. Government purchases in compliance with the Federal Acquisition Regulation (FAR), and applicable regulations and procedures. The IMPAC was specially imprinted with the Great Seal of the United States and the words "United States of America" to avoid being mistaken for a personal credit card. A cardholder who makes unauthorized purchases or carelessly uses the IMPAC may be liable to the government for the total dollar amount of unauthorized purchases made in connection with the misuse or negligence. He or she may also be subject to disciplinary action under DoD and NGB directives and regulations. The government shall be liable for use of IMPACs by authorized cardholders.**

**5.3.5.2. Conditions for Use: Cardholders must ensure that they do not exceed the purchase limits established for their account. The total of a single purchase may be comprised of multiple items, but it cannot exceed the authorized single purchase limit. Purchases will be**

**denied if the authorized single purchase limit is exceeded. Payment for purchases shall not be split in order to stay within the single purchase limit. Purchases which would exceed the single purchase limit must be forwarded through the proper channels to Contracting for their action.**

**5.3.5.2.1. All items purchased over-the-counter must be available within one billing cycle. The item must be received or the service completed before the item appears on a statement of account. (Exception: Subscriptions). Orders will not be made using IMPAC when vendors are unable to ship the total quantity of the purchase in the same shipment unless: (1) all items purchased will be shipped within the same billing cycle in which they were ordered; and (2) all items purchased will not be shipped within the same billing cycle but the vendor is willing to not bill the bank until all items are shipped.**

**5.3.5.2.2. All items purchased by telephone and paid for using the IMPAC must be delivered by the merchant within the 30-day billing cycle. The order shall not be placed without this assurance. If an item is not available immediately, back ordering is allowed only if procedures stated in paragraph 5.3.5.2.1 are followed. (Exception: IMPAC may be used to pay for delivery of subscriptions, e.g., magazines, periodicals, etc.).**

**5.3.5.2.3. When purchasing items by phone or over-the-counter, the cardholder shall inform the merchant that it is for official Government purposes and therefore it is not subject to state or local sales tax. The card will be embossed with "U.S. GOVT TAX EXEMPT" for additional clarification. USBANK can emboss tax exempt numbers on the IMPAC, upon request.**

#### **5.3.5.3. Making IMPAC Purchases:**

**5.3.5.3.1. General: All acquisition, supply, and finance regulations apply to IMPAC purchases. Cardholders must comply with the following procedures when purchasing from commercial sources:**

- Document all IMPAC purchases in a log (see sample log at Exhibit 2). The documentation should be held until the monthly billing statement is received and then attached to the statement when it is submitted to the approving official. Purchase logs shall contained all items purchased**
- Ensure that funds are available to pay for items being purchased. Only firm-fixed price transactions are authorized.**
- Ensure that the supply or service is not one that must be purchased from a required**

source of supply IAW FAR Part 8 (i.e., FPI, NIB/NISH, existing requirements contracts, etc.). If required sources provide these products or services, the cardholder must use these sources. Many of the required sources accept IMPAC.

- Ensure that the price includes delivery at free on board (f.o.b.) destination. All transportation costs shall be included in the purchase price for IMPAC transactions.
- Rotate sources. Purchases not over \$2,500 may be made without securing competition if the cardholder considers the prices to be reasonable. Whenever practical, solicit suppliers other than the previous vendor before placing repeat orders. If suppliers furnish standing price quotations or catalog prices on a recurring basis, obtaining competition on individual purchases is not necessary, but the prices should be periodically confirmed as current. When determining the number of sources to solicit, consider the nature of the item or service to be purchased and whether it is highly competitive; information from recent purchases of the same or similar items or services; the urgency of the purchase; the dollar value of the purchase; and past experience concerning dealer prices. These purchases shall be distributed equitably among qualified vendors.
- Ensure that a reasonable price is obtained by comparing with prices offered by other vendors for the same or similar item or service.
- Purchases not exceeding \$2,500 are exempt from the Buy American Act and Small Business Set-aside Program.
- Certify that the quantity and quality of the items or services furnished are in accordance with the agreement (verbal or written) with the vendor. (Make sure that you receive what you pay for!)

#### **5.3.5.3.2. Over-the-counter transactions:**

- Advise the merchant that the purchase is not subject to state or local sales tax. (A notice of tax exemption also appears on the purchase card). If a merchant questions the tax exempt status, notify the IPC who has the tax exempt number. Overseas purchases may include the tax if vendors do not acknowledge tax exempt status and circumstances make it unreasonable to order from a U.S. vendor.
- Verify that the dollar amount is correct and that no sales tax has been included.
- Sign the sales draft and retain a copy for record purposes and for verification of the monthly Statement of Account.

**5.3.5.3.3. Mail or telephone order purchases: When placing a telephone order to be paid using the IMPAC, the cardholder shall:**

- **Notify the vendor that the purchase is tax-exempt.**
- **Confirm that the vendor agrees to charge the IMPAC when shipment is made so that receipt of the supplies may be certified on the monthly Statement of Account.**
- **Instruct the vendor to include the following information on the shipping document or packing slip to alert the receiving offices and the requisitioner that the supplies have been purchased with the purchase card. (Also see paragraph 3.2.18 - Overseas IMPAC Purchases).**

**Cardholder name and correspondence symbol;**

**Building number, room number, street address, city and state;**

**Cardholder telephone number; and**

**The term "Credit Card."**

**5.3.5.3.4. Purchases requiring the issuance of a written order or contract:**

- **If the IMPAC is used to pay for a purchase made by using one of the purchase order or contract forms the vendor should be provided the necessary information orally, either in person or by telephone, and the statement "Payment to be made by purchase card" should be inserted on the form. Do not include specific information from the IMPAC on the purchase order. The purchase card number may be entered on the AF Form 656 used for purchases from the Military Clothing Sales Store if required by AAFES.**
- **If the vendor requires a purchase order BCAS will generate a SF 1449. The vendor is given a copy of the purchase order and the cardholder maintains a copy. Do not distribute other copies.**

**5.3.5.3.5. Manufacturer/Retailer Rebates: Cardholders should take advantage of any rebates offered. Manufacturer/retailer rebates shall be made payable or endorsed to the PR Air National Guard. Rebates in the form of checks or cash should be forwarded to the FSO for deposit with Treasury. Rebates will be processed as an appropriation refund to the AO's organization and should be credited to the applicable funding document.**

**5.3.5.4. Documentation and Retention: For each purchase card transaction, the following documentation shall be maintained for the period indicated:**

- Documentation received by the cardholder from merchants to support purchase transactions – 1 year (if an item is in dispute, maintain documents till the dispute is resolved).
- Documents generated at the cardholder level to support payment certification forwarded to the AO (e.g., SOAs with merchant receipts, manual and/or electronic logs of purchases) -  
- 1 year after final payment, then forward documents to the FSO at the end of the fiscal year cut off (IAW AFMAN 37-139, Table 64-4, R 26 and FAR 4.805).
- Documents generated at the billing office level supporting a certified invoice for payment (e.g., certified USBANK invoices; pre-certified statements or electronic files received from cardholders supporting respective invoices; and all Notices of Invoice Adjustment that changed the amount of the invoice) --6 years after final payment, at the FSO.
- Documents generated at the IPC level supporting cardholders and approving officials (e.g., training records, surveillance records, delegation of authority, etc.), retain as long as the cardholder and approving official are performing that function. Keep for one year after termination of duty and then destroy. Exception: If the IPC determines that the files have future value to the Government, retain and destroy when no longer needed.

**5.3.5.5. Reconciliation And Payment Procedures: Each month the cardholder must reconcile the SOA distributed by USBANK. The SOA itemizes each transaction posted to your account during the past billing cycle. Upon receipt of the SOA you must:**

- Review the entire statement for accuracy, comparing each transaction on the SOA with those recorded on your log.
- If the transaction amounts agree and the item(s) have been received or services have been performed, then check off the transaction on the SOA.
- If there is a problem with any of the transactions on the SOA, such as non-receipt of item or incorrect charge, see the section below on resolving disputes.

**Retain documentation in accordance with paragraph 5.3.5.4.**

- All transactions will be charged to the default accounting classification which is printed at the top of the SOA. DFAS will initially charge payments to the line of accounting cited on the funding document. When the approving official submits the reconciled monthly statement, a further shred-out of EEICs, ESP codes, and RC/CCs may be provided to the FSO. The FSO will submit to the OPLOC a Journal Voucher showing full accounting

classifications to be credited and debited. The credit and debit amounts must be equal. Accounting detail should be kept to a minimum necessary for management purposes.

- Sign the original SOA, log, and CSQI and forward along with all supporting documentation to the AO **within three work days**. If no transaction documentation is available to send with the statement, attach an explanation that includes a description of the item, date of purchase, merchant's name, and why there is no supporting documentation.
- Retain a copy of each month's SOA, log, and supporting documentation (receipts, invoices, etc.) for one year.

**5.3.5.6. Resolving Problems with the SOA:** Problems with the SOA usually fall into one of the categories listed on the Cardholder Statement of Questioned Item (CSQI) form. In most cases cardholders will be able to resolve problems by contacting the vendor. If problems cannot be resolved with the vendor the cardholder may have to submit a CSQI form to USBANK. USBANK allows up to 60 days to submit a CSQI. For certain problems cardholders should delay submission of a CSQI until they receive next month's SOA. Other problems may dictate immediate submission of a CSQI. The following will help determine the correct approach for resolving problems:

- **MERCHANDISE NOT RECEIVED:** Contact the vendor to verify that shipment has been made. Make a note of non-receipt in the "Disputed Items" column of the purchase log. If after 45 days and upon receipt of the next month's SOA the organization has still not received the item(s), then submit a CSQI.
- **MERCHANDISE RETURNED or CREDIT NOT RECEIVED:** Attempt to resolve by contacting the vendor. Record questioned amount in the "Disputed Items" column of the purchase log. If upon receipt of the next month's SOA the account has still not been credited for the questioned amount, then submit a CSQI.
- To resolve any other types of incorrect charges including: **UNAUTHORIZED MAIL OR PHONE ORDER, DUPLICATE PROCESSING, ALTERATION OF AMOUNT, UNRECOGNIZED CHARGE:** Contact the vendor. If the cardholder cannot resolve the problem with the vendor, then immediately forward a CSQI to USBANK and a copy to IPC.

If the disputed charge involves sales tax or transportation costs charged erroneously by the merchant, the amount of the tax or erroneous transportation costs cannot be disputed through Visa Charge-back Regulations. Cardholders shall make every effort to obtain a credit for the amount of the tax or transportation costs from the merchant. If a credit is not obtained, ordering agencies must pay the tax or transportation costs. Do not file a CSQI for this.

- Each month, USBANK distributes a "Status of Disputed Transactions" report in addition to the SOA, which lists all unresolved disputes as well as those resolved during the last billing cycle. The cardholder must review this report and compare it to the "Disputed Items" column of the purchase log. Contact the IMPAC Customer Service Department or IPC to resolve any outstanding discrepancies. If a dispute is denied by USBANK the cardholder forwards a copy of the statement of disputed transactions and copy of the applicable CSQI to the AO who in turn forwards it to the FSO within 5 days.

If items purchased with the card are found to be defective, the cardholder obtains replacement or correction of the item as soon as possible. If the merchant refuses to replace or correct the faulty item, the cardholder will consider the item in dispute. Items in dispute are handled in the same manner as billing errors. Credited amounts may not be added back to the funding document or reused by the cardholder without coordination from the FSO. Any disputed amounts denied by USBANK must be submitted to the FSO.

- Temporary USBANK credits for disputed items will remain obligated (disbursed) until the dispute is settled. If items purchased with the card are found to be defective, the cardholder obtains replacement or correction of the item as soon as possible. If the merchant refuses to replace or correct the faulty item, the cardholder will consider the item in dispute. Items in dispute are handled in the same manner as billing errors. Credited amounts may not be added back to the funding document or reused by the cardholder without coordination from the FSO. Any disputed amounts denied by USBANK must be submitted to the FSO.

**5.3.5.7. Leave or Travel:** If the cardholder will be on leave or TDY during the time SOAs are normally distributed, the cardholder shall forward the purchase log and all supporting documentation to the AO. The AO will send the statement to DFAS for payment **within five work days** of receipt as usual. When the cardholder returns he/she must sign the original SOA and forward it to the AO.

**5.3.5.8. Cancellation of Purchase Card Account:** Upon reassignment, separation, retirement, etc., a cardholder must surrender the IMPAC to the approving official who will complete a destruction notice (or write a letter) and forward it to the IMPAC Program Coordinator. The IPC will cancel the account with USBANK and document the file.

**5.3.5.9. Security:** The cardholder shall safeguard the IMPAC and account number at all times. When the IMPAC is not being used, it shall either be carried on the cardholder's person (in their wallet or purse) or secured in a locked container. A cardholder shall not



**allow anyone to use his or her IMPAC or account number. A violation of this trust shall result in withdrawal of the IMPAC from the cardholder with the potential for subsequent disciplinary action.**

**5.3.5.10. Lost or Stolen Cards:** Immediately notify USBANK and your AO in the event a purchase card has been lost or stolen or if the cardholder suspects the account number has been compromised in a fraudulent manner. USBANK may be notified 24-hours a day by calling 1-800-227-6736 or by calling collect, (701) 461-2020 or facsimile (701) 461-3466. The government is not liable for unauthorized use of the IMPAC (use of an IMPAC by a person other than the cardholder, who has no actual, implied, or apparent authority for such use).

### **5.3.6. Financial Services Office (FSO):**

**5.3.6.1. General:** The FSO is responsible for providing financial assistance and training to cardholders and approving officials on funding document maintenance, account reconciliation and certification procedures, and for appropriate use of funds provided. The FSO is also responsible for providing a certified funding document for each account established, assigning Master Account Codes, receiving and maintaining approving official statements, and certification of payment vouchers. The FSO also serves as the liaison between installation and the paying office.

### **5.3.6.2. Funding document (See Exhibit 6):**

The Government Purchase Card Funding Document, AF Form 4009, is to be used to designate the accounting classification to be charged at time of payment for all purchases made by cardholders assigned to this account. A funding document is required for all accounts regardless of the fund cite provided or requirement for commitment accounting. A funding document is also required to establish accounts with zero dollars authorized at time of account establishment such as accounts for contingency operations.

Assign Master Accounting Code (6 alpha/numeric characters) for each funding document issued to an approving official. **An approving official will have only one funding document.** There may be extreme circumstances where he/she may have multiple funding documents, however different accounting classifications are required. Each funding document issued must be assigned a different Master Account Code. The Master Account Code assigned remains active on the account for the life of the account and will be carried forward on each fiscal year's funding document. Maintain a log of Master Account Codes issued to each approving official.

**Master Account Code Structure:** Positions 1-2 are the installation's IAPS Site Code, i.e.,

**20. Positions 3-6 are sequentially assigned alpha/numeric numbers. Example: 20A123.**

**Document number (8 alpha/numeric characters) assigned to control each funding document. The document number includes the 6 character Master Account Code, preceded by the 2 position fiscal year.**

**Document Number Structure: Positions 1-2, equal current fiscal year, i.e., 97. Positions 3-8 equal the Master Account Code above. Example: 9720A123.**

**The funding document may be issued on a quarterly or yearly basis. Provide training for maintenance, reconciliation, and approval of monthly statements, as well as the processes related to vendor payment.**

**Limit fund cites to the funds supporting the operations of the organization to which the funding document is issued. Funding documents may not be issued that would result in "cross disbursements" or "for others" payments.**

**Use the predominant EEIC that applies to the majority of the purchases to be made on the account as part of the fund cite for non-medical purchases. Authorized medical logistics personnel will use MDD fund cites and process purchases through MEDLOG to appropriately expense issues to O&M funded activities. If there is no predominant EEIC, use 61950. Not applicable to accounting classifications not requiring an EEIC.**

**A separate account and funding document must be established for each accounting classification authorized. Each card issued to a cardholder may be assigned only one accounting classification. Normally only one funding document will be issued per approving official.**

**The total obligation, increases, decreases, or any other change which involves monetary actions will be clearly stated on the funding document remarks section.**

**Funded cardholder's name may be listed in the remarks section, at the FSO's option, with each funding document**

**DD Form 577 – Signature Card will be submitted by each approving official and their appointed alternate with each funding document. FSO will maintain a file and custody of DD Forms 577**

**Certify fund availability on the funding document. The funding certification is a qualified certification. The certification is accomplished at the time the funding document is issued and it does not have to be recertified each quarter. If funds are not available, notify the approving official that purchases cannot be made on the account until notification is received that funds are available.**

**Recording commitments.** The quarterly commitment amount will be recorded in IAPS as a commitment for all funding documents requiring commitment accounting. Use the AF Form 616 procedures in IAPS for all funding documents (AF 4009). At the beginning of the second, third, and fourth quarter, increase the existing IAPS AF Form 4009 amount by the quarterly commitment amount shown on the funding document. See Payment Office Procedures below for de-commitment and obligation recording.

**Centrally Managed Allotments (CMAs).** Funding documents are required for cards that make purchases that are paid from CMAs such as military clothing purchases from the base exchange and subsistence-in-kind (SIK) purchases from the Commissary. The FSO will establish a master account code for these funding documents and verify that the fund cite is correct. No fund certification is required.

**5.3.6.3. Fiscal Year end Close-out Procedures:** Funding documents issued during the fiscal year will be issued with an expiration date of the last day of the fiscal year (September 30, XXXX). This will allow full funding at all times. **The FSO, Budget Office, and the approving official will validate funding document remaining balances by September 15 of each fiscal year. The validation process should result in a remaining balance on the funding document that represents the total unpaid purchase made to date, any unresolved disputed items, and an estimated amount for the total amount of purchases that will be made against the funding document for last invoice cycle of current fiscal year – September 23..** As soon as an end of year balance can be validated, the FSO will adjust the funding document balance to reflect the validated balance and notify the paying office to record the September call. **not later than September 23** of each fiscal year, the paying office will begin recording September calls Miscellaneous Obligation Reimbursement Documents (MORDs) against the funding document balances. Calls may be recorded prior to the **23th** if the FSO notifies the paying office that the funding document balance has been validated for end of year. The September call amount will be the validated remaining balance that was entered on the funding document by the FSO. All calls for September must be recorded prior to the last IAPS update. The September call will be used to fund September purchases and all purchases made during the fiscal year that have not been billed or have not been paid prior to end of the fiscal year, including unresolved disputes. **The FSO and the approving official will coordinate to ensure charges are processed or posted on the last current year invoice (Sept 23) All prior year charges will be charged to the funds on the September call. The September call may be closed after all charges and disputes for prior year purchases are processed.** Issue a new funding document for the next quarter or fiscal year. IMPAC cards funded by MDD do not require recurring issue of funding documents, funding document expiration dates, or establishment of a MORD. At the beginning of each fiscal year, the Base Medical Logistics Officer will provide the HCA written authorization for continued use of the AF Working Capital Fund-MDD fund cite by each authorized medical logistics IMPAC user.

**5.3.6.4. Certification of the Invoice for Payment:** Purchase card invoices will be paid using "Pay and Confirm" procedures. The FSO will certify the invoices for payment prior to receipt of the confirmation statements from the approving officials. The approving official statement will be forwarded to the FSO for after-the-fact verification that items were received. The FSO is the office designated to receive the invoice for the purchase card program. The official invoice must be stamped with the date received in the FSO. This date will be used to determine the net pay due date as required by the Prompt Payment Act (PPA). If the FSO fails to annotate the receipt date on the invoice, the date of the invoice will be used to compute the net pay due date. Upon receipt of the official invoice, the FSO will verify the amount remaining on each funding document is sufficient to cover the total amount of the invoice. The available balance may be recorded as an obligation on a call placed against the funding document, or may still be recorded as a commitment as part of the quarterly commitment amount. An increase to the commitment or call obligation amount must be posted if sufficient funds are not available on the funding document. If the Master Account Code is not shown in the Accounting Code line on the invoice, the FSO will annotate the applicable funding document numbers for each account on the invoice and certify the invoice for payment on a "pay and confirm" basis. The FSO will contact the IPC to update the cardholder's account setup information to include the Master Account Code. All invoices must be certified for payment and submitted to arrive at the paying office not later than 15 days after receipt of the invoice in the FSO. The FSO will not reconcile approving official certified SOAs to invoices paid prior to certifying the invoice for payment. Cardholders and approving officials will verify the statements and work any irregularities through the disputes process. Disputes will be resolved between the cardholder and the vendor to the maximum extent possible. A Questioned Item Form will not be prepared for disputes that are less than 45 days old from the date of receipt of the statement containing the disputed charge. Do not adjust invoice for disputed items. Upon notification of a denied dispute, the approving official will forward a copy of the CSQI to the FSO for payment. The CSQI must identify the original invoice charged. The FSO will insure funds are available, prepare and certify a payment voucher citing the appropriate fund cite, and forward the CSQI and payment voucher to the paying office for payment. The FSO will retain a copy of the certified invoices. Upon receipt, the FSO will attach the approving official's certified Statement of Account to the retained invoice copy and maintain the certified invoice and SOA for 6 years and 3 months.

**5.3.6.5. Cancellation of Approving Official's or Cardholder's Account:** Upon reassignment, separation, retirement, etc., the approving official must turn in his/her funding document to the FSO. If a new approving official is being assigned, a replacement funding document may be issued to the new approving official. The replacement funding document may be assigned the same Master Account Code if the fund cite remains the same. All cardholders' accounts remain active under the new approving official and will continue making purchases under the current Master Account Code. If a new funding document is issued with a different Master Account Code, and the fund cite remains the same, the cardholder's account setup information must be updated with the new Master Account Code. After updating the Master Account Code, all cardholder's accounts will remain

active under the new approving official. If a new funding document with a different fund cite is issued to a new approving official, all cardholders assigned must establish new accounts with the new Master Account Code. The departing approving official must close and reconcile their account with the FSO. All cardholders assigned to the old account must turn in their cards. Upon reassignment, separation, retirement, etc., the cardholder must surrender his/her card(s). The approving official shall request the FSO to adjust funds authorized on the funding document if necessary. Normally if another cardholder is assigned to replace the previous cardholder, an adjustment should not be necessary. **Manufacturer/Vendor Rebate Checks:** Credit rebate checks to the applicable funding document for the cardholder.

**5.3.7. Chief of Supply (COS):** Confirms assets are not available off-the-shelf, verifies that the item is on the unit's Allowance Standards, and establishes required equipment accountability. The COS is encouraged not to stock commercial items, but uses discretion to accommodate local circumstances. The COS informs base activities which types of categories of commercial items will no longer be stocked to enable the base activities to procure the items through commercial sources without first checking with the COS. For installations that use Logistics Management Control Activities (LMCAs), cardholders may contact the LMCA instead of the COS and the LMCA has the responsibility assigned to the COS in this paragraph.

**5.3.8. Communications Squadron:** Assists users to identify C4 needs and develops, obtains, and implements technical solutions for user requirements. The C4 Systems Officer (CSO) receives the requirement from the requesting organization, checks the base C4 Systems Blueprint for possible impact on existing solutions, and devises and obtains a final technical solution, including a cost estimate, applying MAJCOM, local directives and applicable architecture. The CSO provides the requester with the final technical solution and sufficient information from which to make a decision to implement the solution and expend resources. The requesting organization follows established local, MAJCOM, and Air Force procedures to obtain resources to implement and sustain the technical solution.

**5.3.9. Hazardous Material Pharmacy:** The hazardous material pharmacy is the single point of authorization for the use of hazardous materials on base. It is designed to achieve reductions in hazardous material purchase, usage, and hazardous waste generation through:

- Tracking of hazardous materials on the installation; single point of approval and requisition of hazardous materials; distribution and dispensing of required amounts; collection of residual amounts; and central point for reporting and analysis of hazardous material data.

**5.4. Payment Office Procedures: The following highlights the Defense Accounting Office's function and responsibilities:**

All payments for IMPAC invoices will be made by the Defense Accounting Offices (DAO), Operating Locations (OPLOC), or Regional Accounting and Finance Offices (RAFO). A monthly obligation will be recorded for each account as a call against the funding document for each account. The obligation amount will be determined by the quarter month for which the obligation is recorded. The commitment amount on the funding document will be reduced by the amount of the obligation. Adjustments to obligation amounts will also be made at time of receipt of the invoice. Obligated amounts in excess of the invoice gross amount will be de-obligated and added back to the available commitment balance. All payments made on IMPAC invoices are subject to the Prompt Payment Act. The servicing DAO, OPLOC, or RAFO is the office designated to receive the invoice from USBANK. Between the 15th day of each month and the last business day of each month, the paying office will record a call against each funding document. The call will record an estimated obligation for current month purchases against the account. Call amounts will vary based on the month of the quarter for which the estimated obligation is being recorded. Use the following to determine call amount: 1st Month Equals 1/3 If the call is being recorded for the 1st month of the quarter (October, January, April, or July), an obligation will be recorded for one-third (1/3) of commitment amount available on the funding document. 2nd Month Equals 1/2 If the call is being recorded for the 2nd month of the quarter (November, February, May, or August), an obligation will be recorded for one half (1/2) of the remaining commitment amount on the funding document. 3rd Month Equals Remaining Balance If the call is being recorded for the last month of the quarter (December, March, June, or September), an obligation will be recorded for the remaining commitment balance on the funding document. See Fiscal Year Close Out Procedures, paragraph 5.3.6.3. for recording the September call. Payment offices will schedule payment to be made as close as possible to the 23rd day after receipt of the invoice by the FSO. The 23rd day window is authorized to maximize the rebate which is based on file turn time after receipt of the invoice. Early payment reporting is not required for payments made between the 23rd days and the 30th day. Payments made after the 30th (Net 30 due date) are subject to interest penalty. All interest penalties due for an IMPAC payment will be charged to the funds supporting the operations of the site being supported. Interest penalty charges will not be posted against the funding document for the account. Additional certification is not required for the interest penalty payment.

**5.4.1. Payment of USBANK Invoices:** USBANK invoices will be paid upon receipt; approving officials' certified statements are not required to make payment (USBANK will provide cardholders and approving officials with statements of their accounts). All purchases made using the IMPAC are subject to the Prompt Payment Act and early payment provision. All payments will be made via electronic funds transfer (EFT).

**5.4.2. Liquidating the Obligation: The invoice payment will liquidate the call obligation.**

**5.4.2.1. Invoice Greater Than Call:** If the gross amount of the invoice is greater than the call amount, the call amount must be increased to equal the invoice amount. Decrease the available commitment balance on the funding document by the amount of increase to the call amount

**5.4.2.2. Invoice Less Than Call:** If the gross amount of the invoice is less than the estimated call obligation amount, the full amount of the call will be liquidated by returning the excess call amount to the commitment level on the funding document and paying the gross amount of the invoice. If the invoice being processed is for September or prior year purchases, follow year end procedures and leave the remaining balance on the call. Do not return the remaining balance to the funding document.

**5.4.2.3. Single Line of Accounting:** All payments for IMPAC purchases will be made citing the line of accounting or each funding document. The Master Account Code referenced in the Accounting Code field on the invoice will be used to reference to the funding document containing the single line of accounting to be charged.

**5.4.3. Cost Distribution:** Routine IMPAC purchases should be charged to a single line of accounting without further cost distribution by journal voucher(s). Cost distribution is authorized for unusual situations such as, collection of costs by ESP codes, appropriated fund support for morale, welfare and recreation, etc., in lieu of establishing additional funding documents and cards, and to transfer charges to the correct fiscal year funding document based on the date of purchase. To provide cost distribution, the approving official will prepare a Journal Voucher showing full accounting classifications to be credited and debited. The credit and debit amounts must be equal. Accounting detail should be kept to a minimum necessary for management purposes, and all distributions will be made at Program Summary Record (PSR) level. This cost distribution process cannot be used to distribute cost to other organizations except for unusual cases.

**5.4.4. Billing Errors and Disputes:** CSQI amounts which are denied by USBANK will be processed and paid separately. Approving officials must identify the original invoice on which the disputed item was originally billed. The approving official forwards the CSQI for the denied dispute to the FSO for payment certification. The FSO will insure funds are available, prepare and certify payment voucher citing the appropriate fund cite, and forward the CSQI and payment voucher to the paying office for payment. Do not process payments for denied disputes with current invoices, all payments for denied disputes will be processed separately from the normal monthly invoice. Charge funds used on original

invoice.

**5.4.5. Refunds or Rebates:** During the year, USBANK provides rebates based on sales and prompt payment. These rebates will be returned to the FSO and shall be processed as an appropriation refund. FSO will credit refunds and rebates to the funding document appropriation and may allocate rebates based on gross disbursements by appropriations.

**5.5. U.S. Bank IMPAC Government Services:** The following highlights USBANK's functions and responsibilities:

**5.5.1. Training:** USBANK will provide each organization with training materials, such as guides and videotapes, at no cost. Examples include: Agency/Organization Program Coordinator Guide and Training Videotape; Cardholder Guide and Training Videotape; Approving Official Guide; Designated Billing Office Guide and Training Videotape; and Program Overview Videotape.

**5.5.2. Forms:** USBANK will provide to each IPC sufficient copies of all accounts set-up, maintenance, and cancellation, dispute, and any other required forms. USBANK will accept the forms in any media (hard copy, fax, electronic) requested by the organization.

**5.5.3. Emergency Account Set-up:** USBANK will set-up emergency cardholder/AO accounts within 24 hours and send the cardholder the credit card within 48 hours of the receipt of a request from the IPC. The account set-up information may be electronically transmitted to USBANK.

**5.5.4. Card Distribution:** USBANK will mail the purchase card to the cardholder or designated distribution point within five work days of receipt of the account set-up information (or within two work days if electronically transmitted to USBANK).

**5.5.5. Replacement of Lost or Stolen Cards:** USBANK will replace lost or stolen cards within 24 hours after the loss is reported to USBANK (Monday through Friday). For international card replacement, USBANK will replace lost or stolen cards within 48 hours.

**5.5.6. Card Reissue:** USBANK will reissue purchase cards every 24 months to each cardholder. USBANK will send to each IPC a card reissue report which lists each card scheduled for renewal at least three months prior to the expiration of each purchase card.

**5.5.7. Cardholders Statement of Account:** Within five work days after the end of each monthly billing cycle, USBANK will send each cardholder a Statement of Account which lists all transactions made during the current billing cycle.

**5.5.8. Official Invoice:** Within five work days after the end of the billing cycle, USBANK will send an official invoice to the designated billing office as indicated by the IPC.



**5.5.9. Reports:** USBANK will provide a number of standard hard copy or electronic reports including: Cardholder Activity Report, Account Information Report, Statistical Summary Report, Financial Summary Report, Business Account Summary Report, Approving Official Summary Report, Disputed Transaction Status Report, Invoice Status Report, etc.

**5.5.10. Customer Service:** USBANK will provide dedicated customer service and billing adjustment personnel accessible to both domestic and international cardholders through 1-800-227-6736 or by calling collect (701) 461-2020 or facsimile (701) 461-3466, 24 hours per day, every day of the year. These services include, at a minimum, transaction authorization and verification, reporting of lost or stolen cards, cardholder account inquiries, and account maintenance.